



ESC Service Charter Scorecard

November 2, 2014 – November 29, 2014



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Service Delivery Overview

November 2, 2014 – November 29, 2014

Executive Summary

Total # Agencies Served: 77

Total # Employees Served: 52,514

Total calls received: 5038

Average Call Wait Time: 00:18

Total email requests received: 446

Total FAX requests received: 181

Number of Transactions processed by ESC: 6628

Total outbound contacts: 1707

Total tickets opened: 4331

Total tickets closed within 3 days: 4284

Total tickets remain open beyond 3 days: 51

% tickets remain open beyond 3 days: 1.18%

% of Employees served by the ESC: 11.7%

Staffing

Area	Staffing as of 11/29/2014	Staffing as of 11/1/2014
Customer Service/Intake	6	6
Customer Service/Research	3	4
Processing & Outreach	12	12
Analyst	0	1
Supervisor	3	3
Senior Staff	4	4
Total	28	30

Activities – November

- Supported the Launch of the Phase 1 Hire Now! Project

Source: ESC Avaya CMS & COMiT Reports, data from 11/02/2014 – 11/29/2014

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

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SLA Targets and Actual Performance



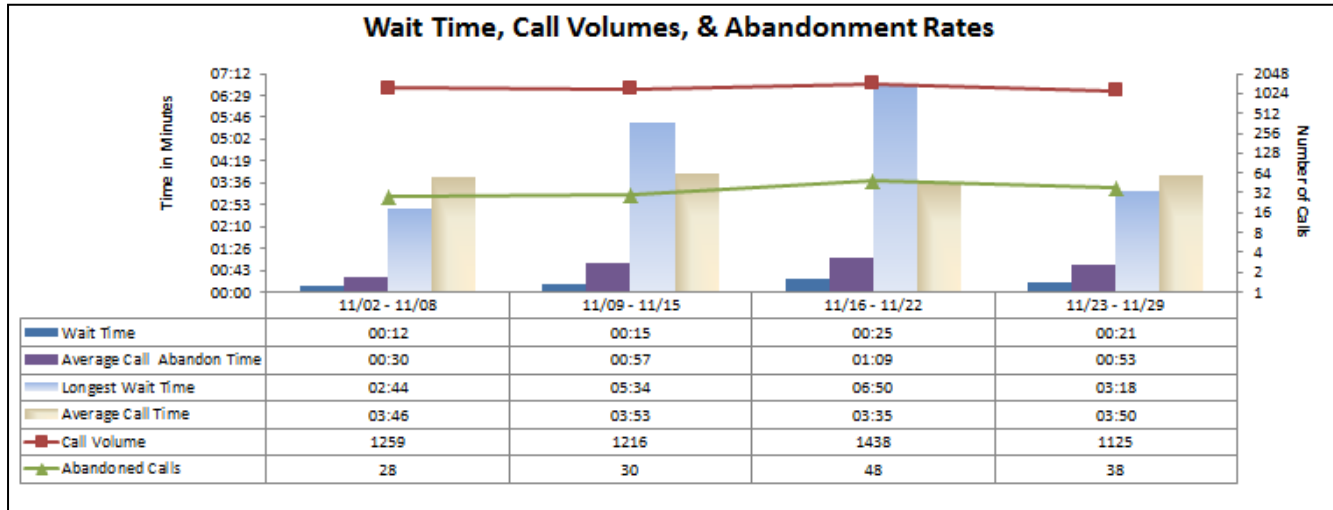
Delivering HR Services That Matter

Metric	Target	Current Period Performance 11/2/14 – 11/29/14	Previous Period Performance 10/5/14 – 11/1/14	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	18 seconds	15 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	97.4% within 1 Day and 98.8% within 3 Days	97.6% within 1 Day and 98.4% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	75% of customers rate overall satisfaction good to excellent	93% rated good to excellent (0.061% responded)	89% rated good to excellent (0.054% responded)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	

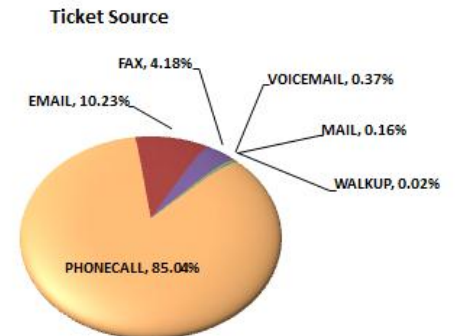


Inbound Call Data

SLA Metric	Target Level	Current Period (11/2/14 to 11/29/14)	Previous Period (10/5/14 to 11/1/14)	November 2013
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	:18 seconds	:15 seconds	:17 seconds



Total = 5038 calls



Total = 4331 tickets

Source: ESC COMiT & Avaya data from 11/2/2014 – 11/29/2014.

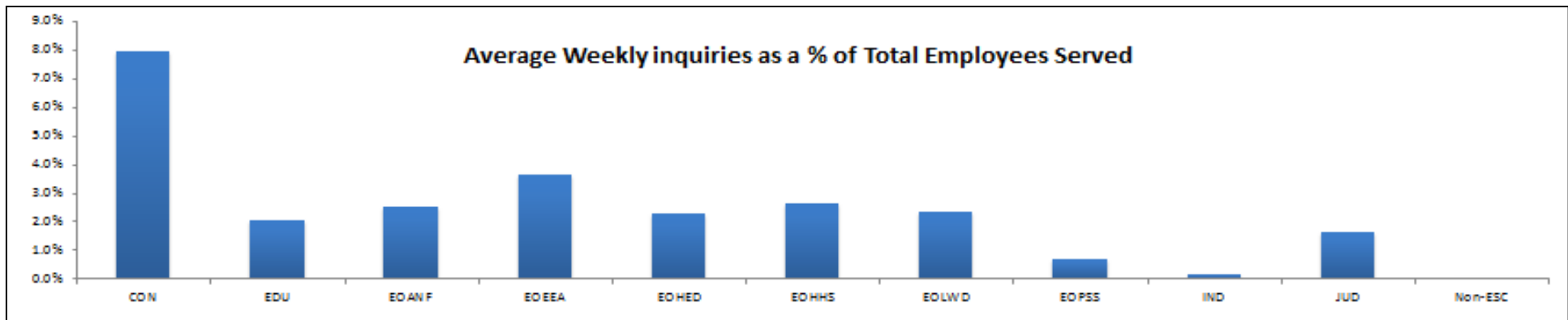
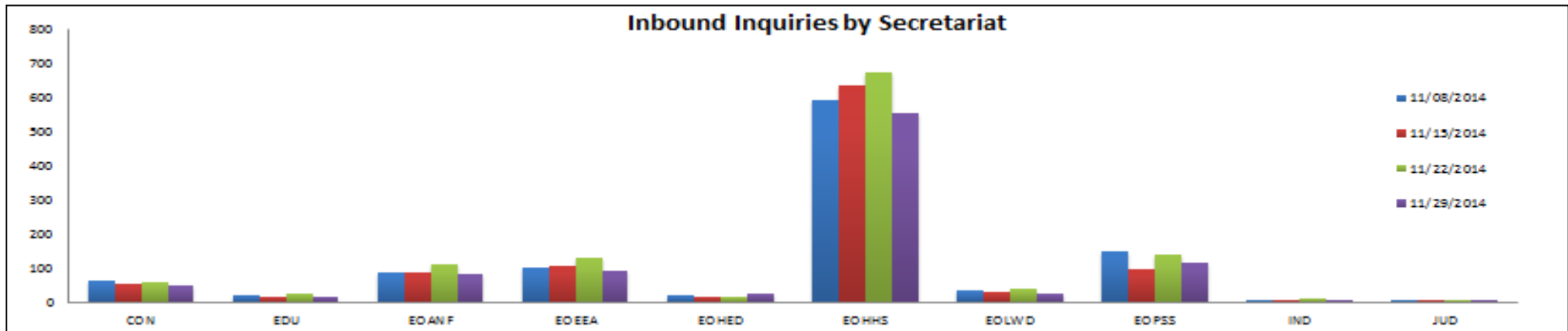
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



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Inbound Inquiries by Secretariat

EOHHS agencies represent the largest volume of inquiries to the ESC. CON, EOEEA, and EOHHS represent the highest volume as a percent of employees served.



Source: ESC COMiT data from 11/2/2014 – 11/29/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).

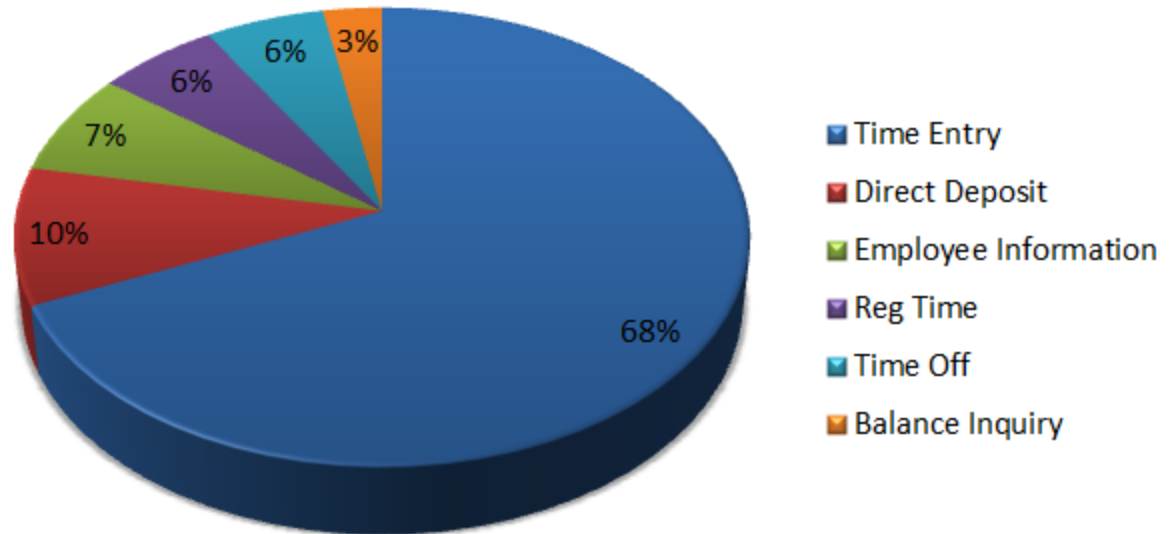
*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA and ePay/eProfile employees not supported by ESC.

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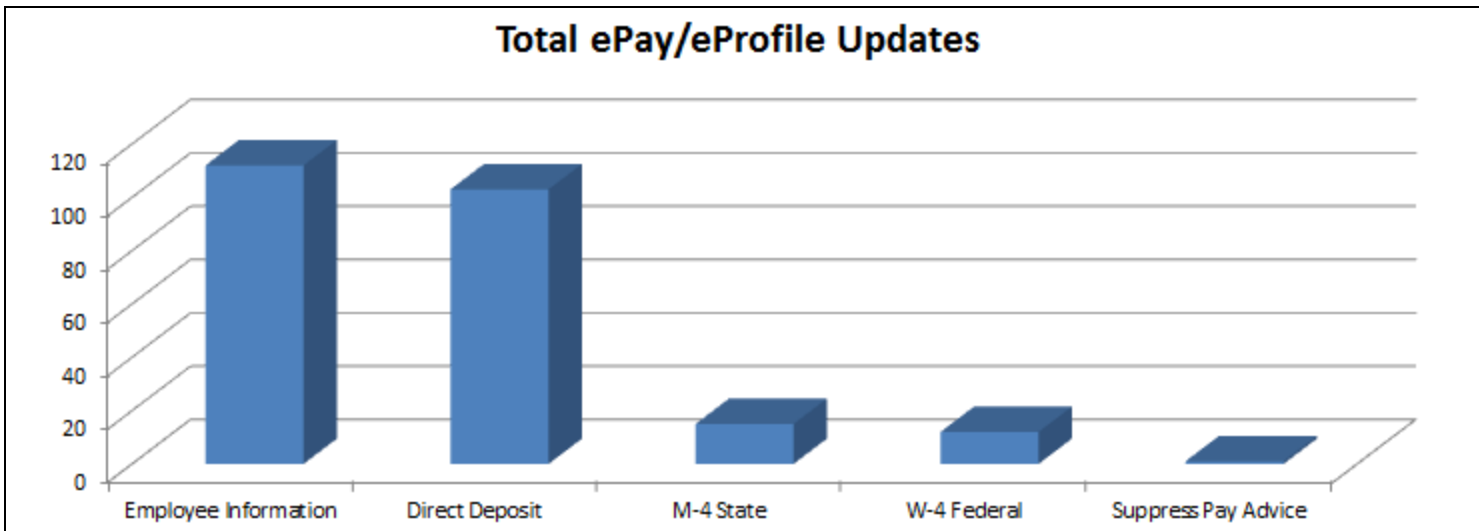
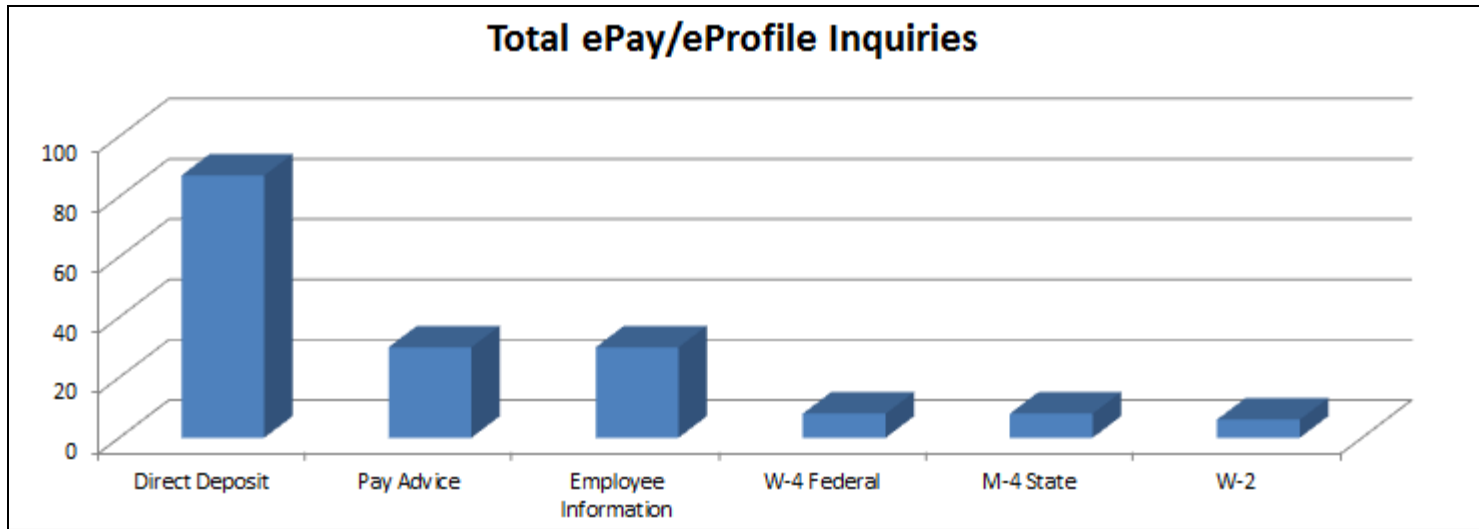


Type of Inquiries Received

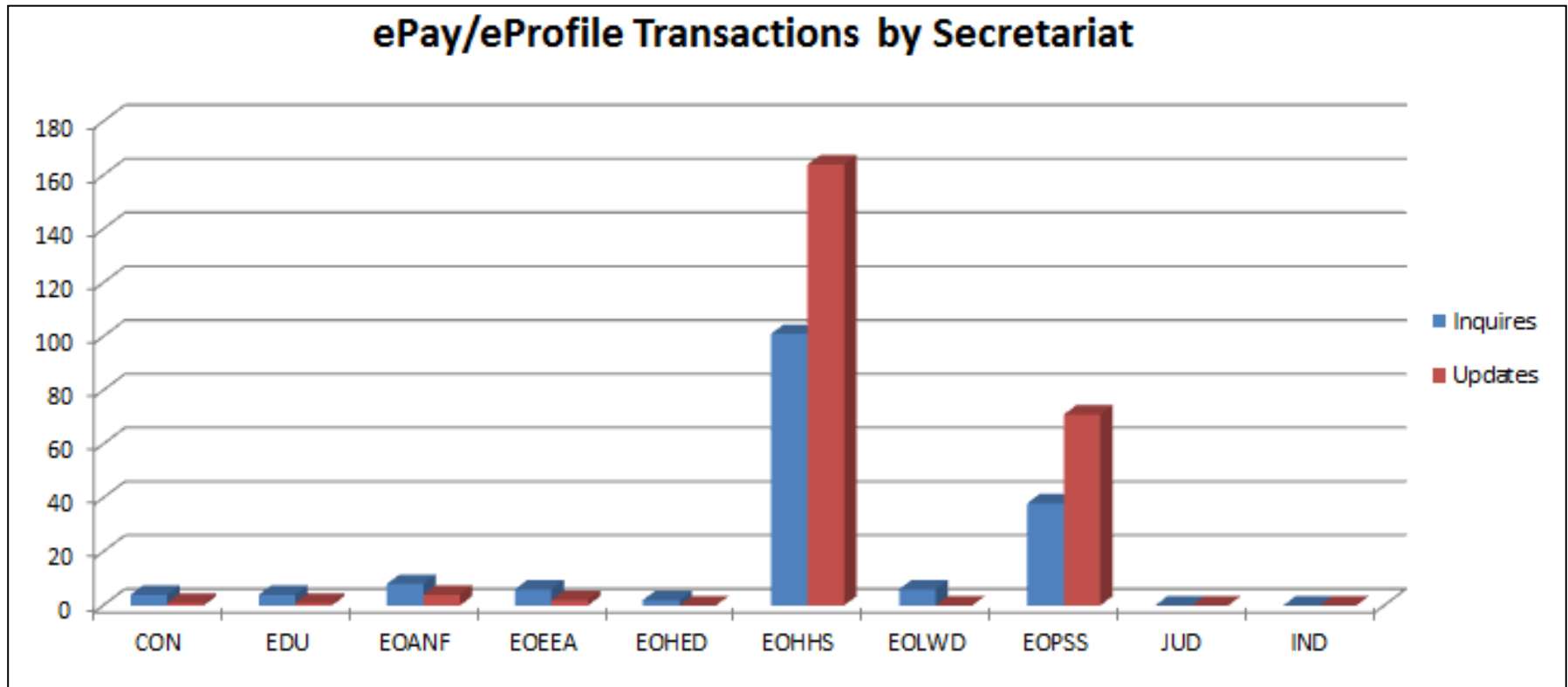
Top Inquiry Classifications (Excluding Password Resets)



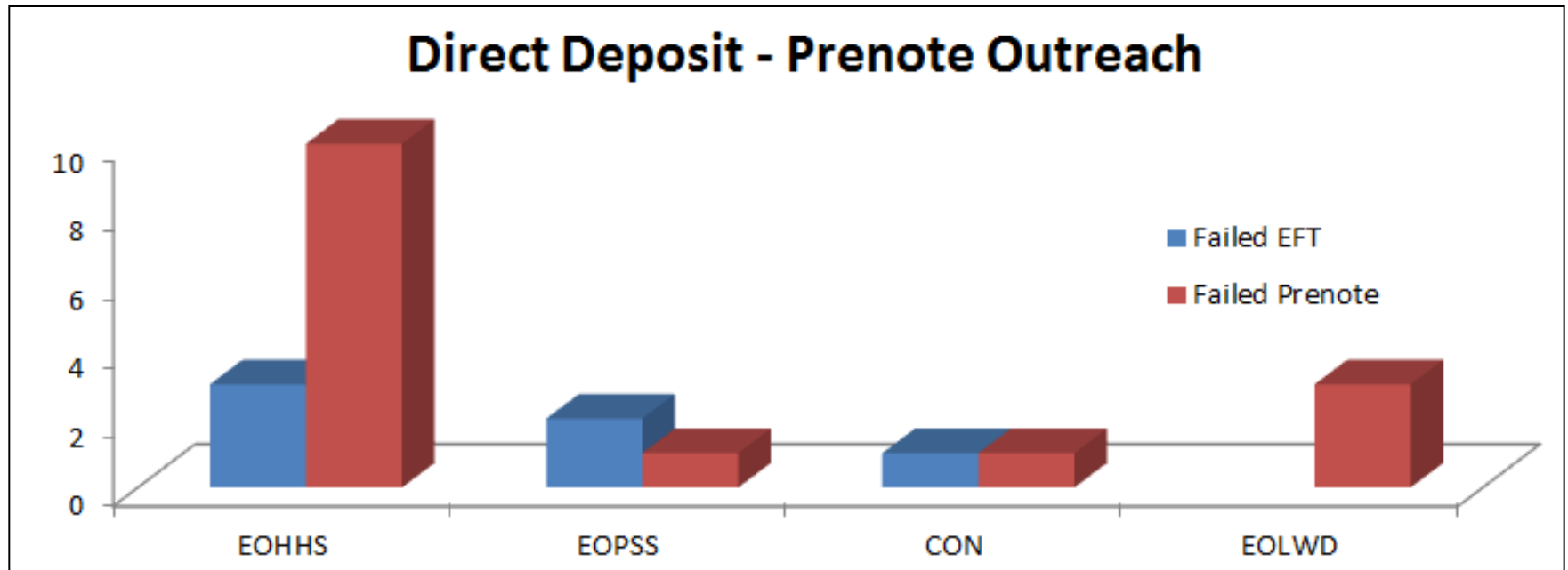
ePay/eProfile Transactions



ePay/eProfile Transactions by Secretariat



Direct Deposit-Prenote Outreach



Case Resolution Time

SLA Metric	Target	Current Period (11/2/14 – 11/29/14)	Previous Period (10/5/14 – 11/1/14)	Previous Year November 2013
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 97.4% 3 Days – 98.8%	1 Day – 97.6% 3 Days – 98.4%	1 Day – 95.9% 3 Days – 96.6%

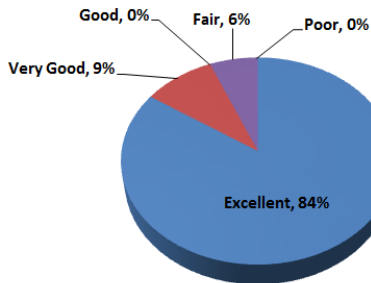
Source: ESC COMiT data from 11/2/2014 – 11/29/2014



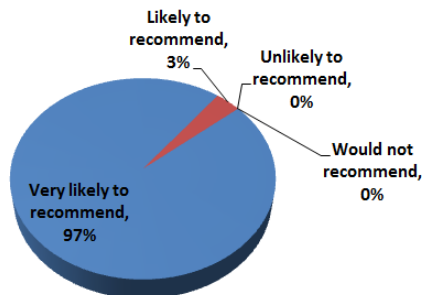
Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (11/2/14 – 11/29/14)	Previous Period (10/5/14 – 11/1/14)	November 2013
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	93% rated good to excellent (0.056 % response rate)	89% rated good to excellent (0.054 % response rate)	98% rated good to excellent (2.1% response rate)

How would you rate the quality of service you received from the Employee Service Center?



How likely would you be to recommend the Employee Service Center to a colleague?



Selected Monthly Comments:

“I WAS SATISFIED WITH THE ASSISTANCE”

“No suggestions. They were much faster than expected.”

“It was perfect-nothing else needed.”

“Give us access to our previous weeks time”

“All updated versions of Internet Explorer to be compatible”

“Very courteous and helpful person. Resolved instantly and easy to understand.”

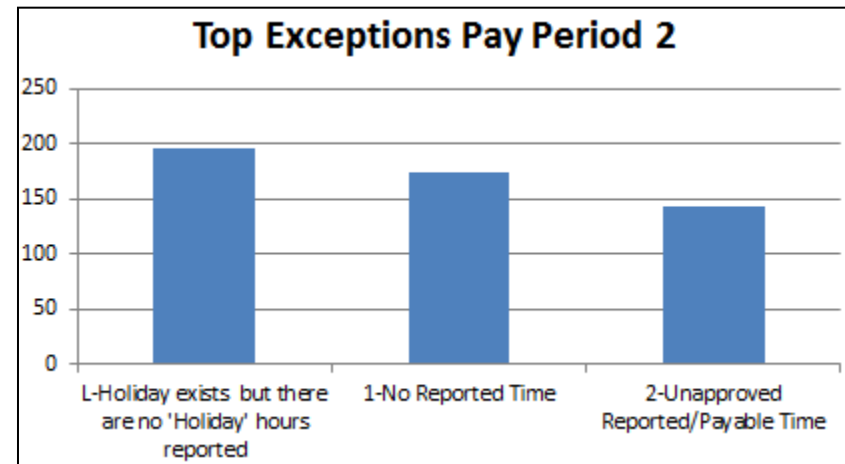
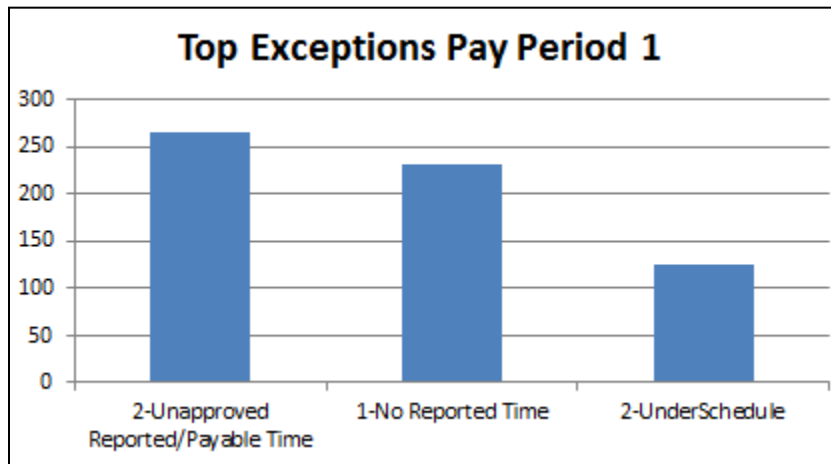
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 11/2/2014 – 11/29/2014.

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Outbound Contact Percentages

SLA Metric	Target	Current Period (11/2/14 – 11/29/14)	Previous Period (10/5/14 – 11/1/14)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	63.48%	70.75%



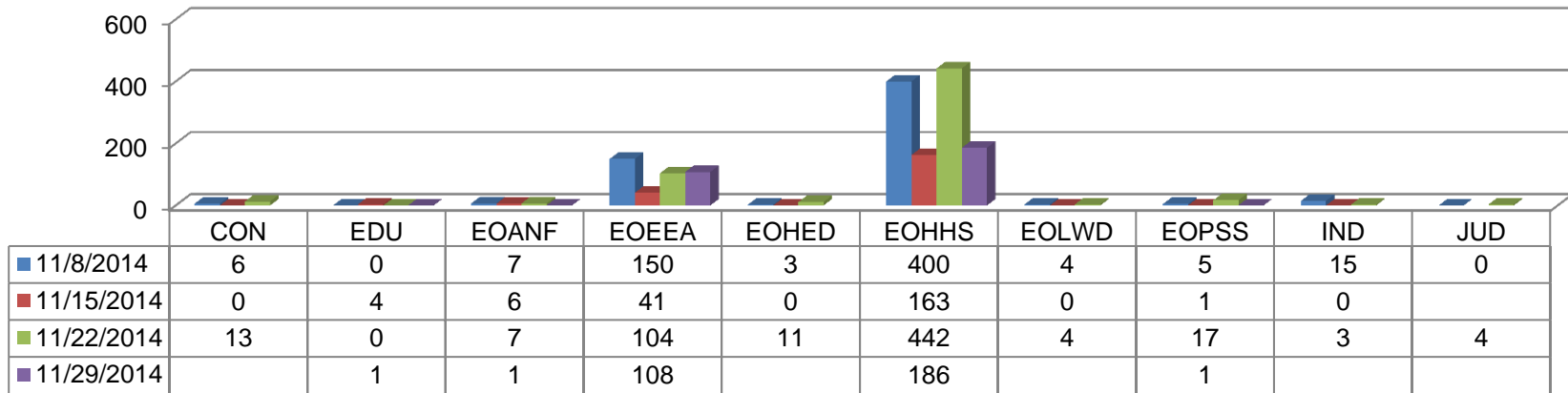
Source: ESC data from 11/2/2014 – 11/29/2014



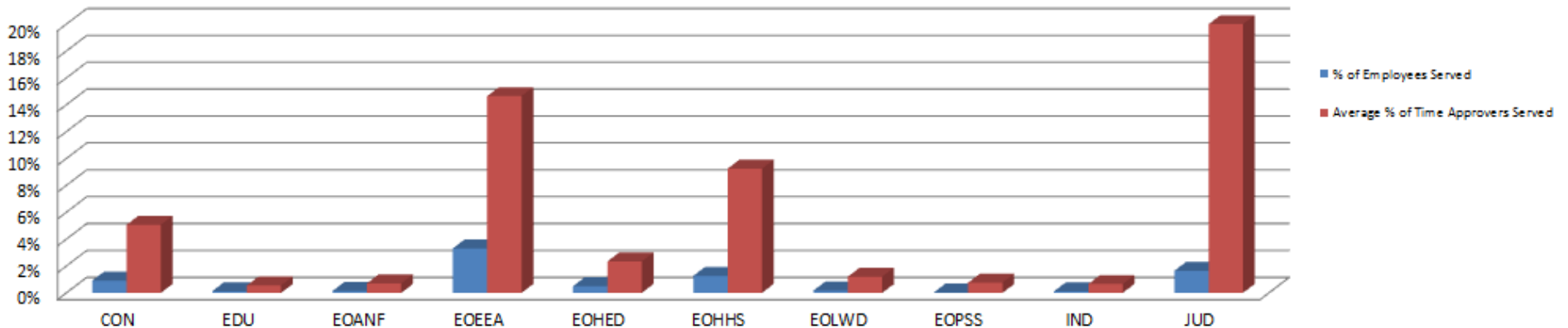
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies represent the largest volume of outbound calls from the ESC.



Average weekly calls as a % of Employees Served



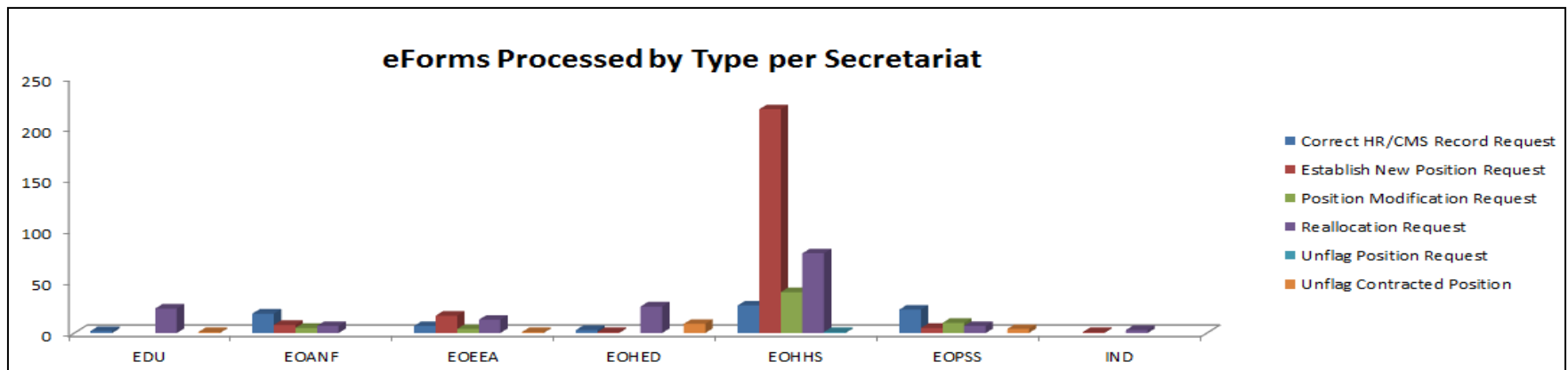
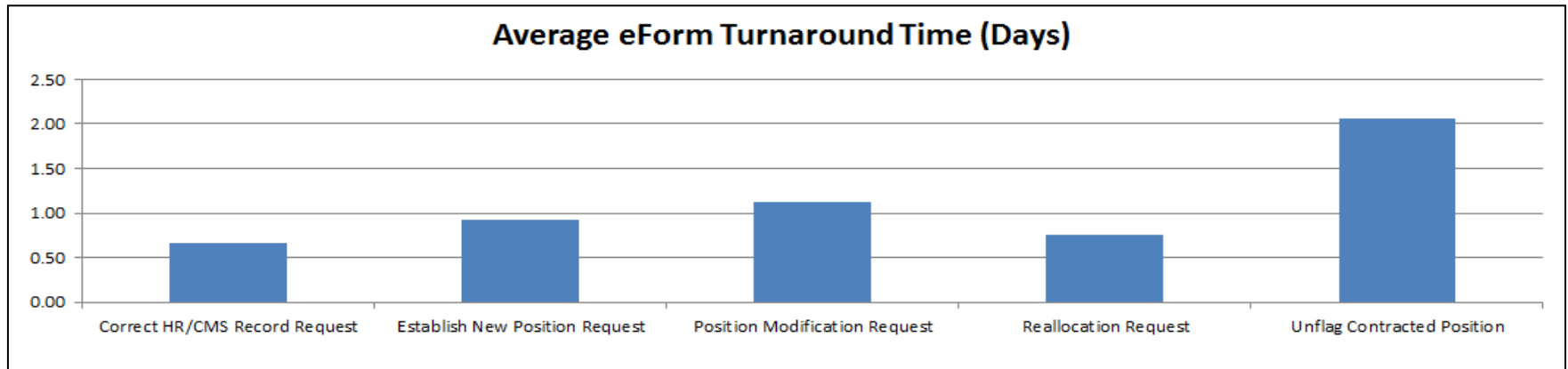
Source: : ESC Exception Management System data from 11/2/2014 – 11/29/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Position Management

Total number of eForms processed by ESC: 565



Unflag Contract Position Requests are dependent on ANF Platform Approval

Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
6/29/2014	7/26/2014	08/18/2013
7/27/2014	9/6/2014	9/10/2014
9/7/2014	10/04/2014	10/15/2014
10/5/2014	11/01/2014	11/12/2014
11/2/2014	11/29/2014	12/10/2014
11/30/2014	12/27/2014	1/14/2015
12/28/2014	1/24/2015	2/11/2015
1/25/2015	2/21/2015	3/11/2015
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	5/17/2015
5/31/2015	7/25/2015	8/12/2015

***Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOR-Department of Revenue	1901	MCB-Mass Commission For The Blind	171
AGR-Department Of Agricultural Resources	108	DOS-Division Of Standards	22	MCD-Commission For The Deaf And Hard of Hearing	56
ALA-Administrative Law Appeals Division	36	DOT-Massachusetts Department of Transportation	4608	MGC-Massachusetts Gaming Commission	50
ANF-EO Administration & Finance	339	DPH-Department Of Public Health	3210	MIL-Massachusetts National Guard	8042
APC-Appeals Court	122	DPS-Department Of Public Safety	175	MMP-Massachusetts Marketing Partnership	23
ART-Mass Cultural Council	30	DPU-Department Of Public Utilities	152	MRC-Mass Rehabilitation Commission	995
ATB-Appellate Tax Board	22	DSS-Department Of Children And Families	3600	OCD-Dept Of Housing And Community	309
BLC-Board of Library Comissioners	23	DYS-Department Of Youth Services	895	OHA-Massachusetts Office On Disability	13
BSB-Bureau Of State Buildings	15	EDU-Executive Office Of Education	100	ORI-Office For Refugees And Immigrants	21
CAD-Commission Against Discrimination	73	EEC-Department Of Early Education	215	OSC-Office Of The Comptroller	145
CDA-Massachusetts Emergency Management Agency	97	EED-Executive Office Of Housing & Economic Development	56	OSD-Division Of Operational Services	115
CHE-Soldiers' Home In Massachusetts	388	EHS-Executive Office of Health and Human Services	1633	PAR-Parole Board	210
CHS-Department of Criminal Justice Information Systems	47	ELD-Department Of Elder Affairs	62	POL-State Police	2602
CJT-Criminal Justice Training Council	388	ENE-Department Of Energy Resources	59	REG-Division Of Professional Licensure	127
CME-Chief Medical Examiner	78	ENV-Executive Office Of Energy and Environmental Affairs	296	RGT-Department Of Higher Education	79
CSC-Civil Service Commission	7	EOL-Executive Office Of Workforce Development	1494	SCA-Office Of Consumer Affairs And Business Regulations	31
CSW-Commission On Status Of Women	1	EPS-Executive Office Of Public Safety and Security	195	SDA-Sheriffs Department Association	4
DAC-Disabled Persons Protection Commission	30	EQE-Department Of Environmental Protection	805	SEA-Department Of Business And Technology	21
DCP-Capital Asset Management And Maintenance	461	FWE-Department Of Fish And Game	313	SOR-Sex Offender Registry	46
DCR-Department Conservation And Recreation	1150	GIC-Group Insurance Commission	56	SRB-State Reclamation Board	159
DFS-Department Of Fire Services	581	HCF-Health Care Finance & Policy	157	TAC-Department Of Telecommunications	24
DMH-Department of Mental Health	3576	HLV-Soldiers' Home In Holyoke	380	TRB-Teachers Retirement Board	98
DMR-Health and Human Services	6783	HPC-Health Policy Commission	48	TRE-Office Of The State Treasurer	227
DOB-Division Of Banks	171	HRD-Human Resources Division	159	VET-Department Of Veterans Service	73
DOC-Department of Corrections	5370	ITD-Information Technology Division	367	VWA-Victim And Witness Assistance	14
DOE-Department Of Elementary & Secondary Education	548	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1589
DOI-Division Of Insurance	141	LOT-Lottery And Gaming Commission	409	Grand Total:	57225

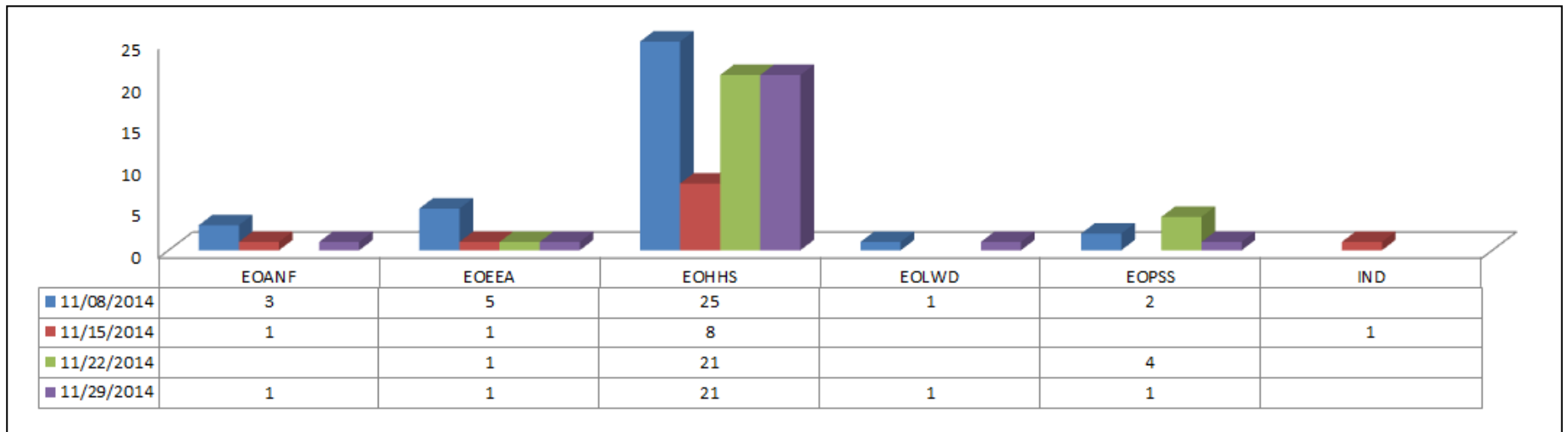


Appendix: Inquiries by Agency

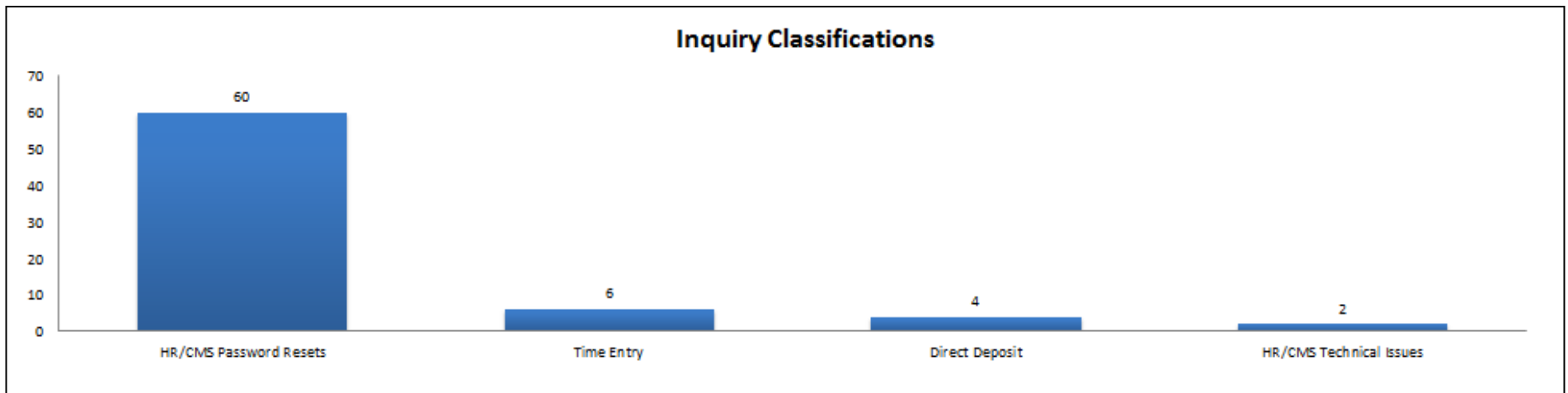
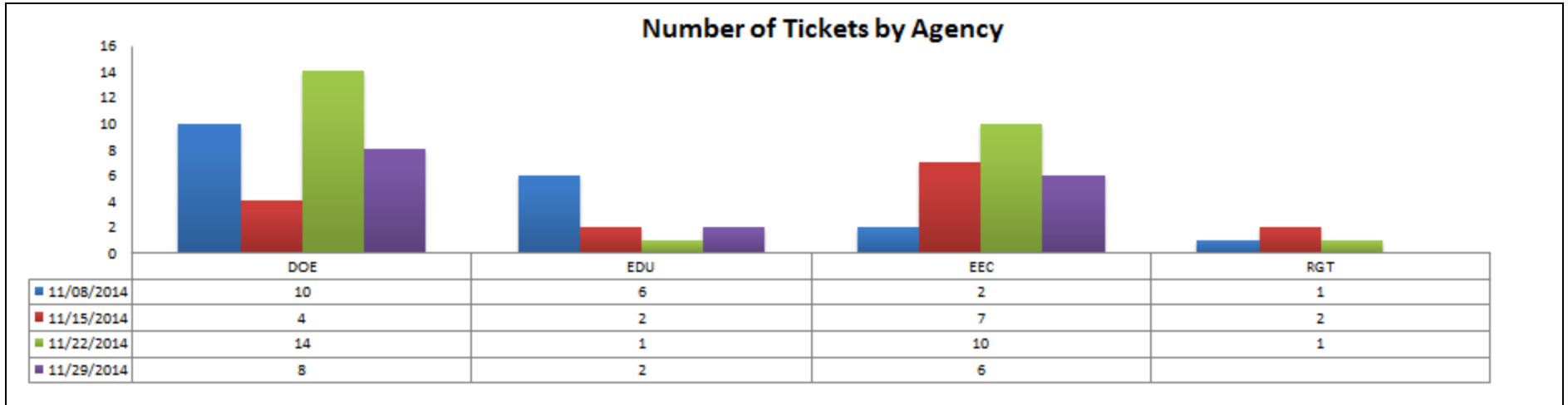
- Note: No inquiries were received for this service month from:

CAD	CSC
CSW	DAC
DOT	EED
OHA	TAC
VWA	

Tickets Forwarded to Agency HR Payroll

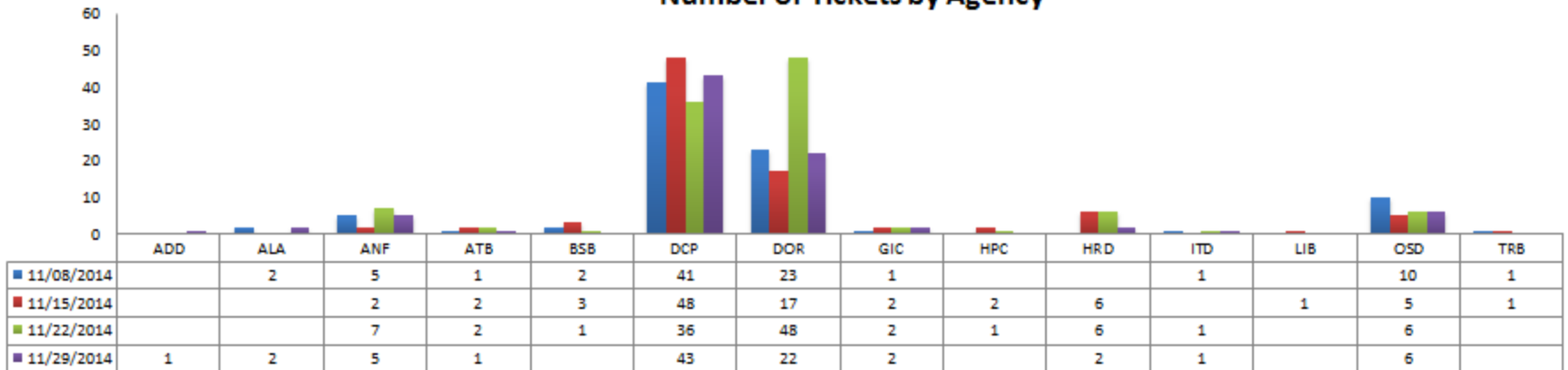


Education Secretariat Agencies

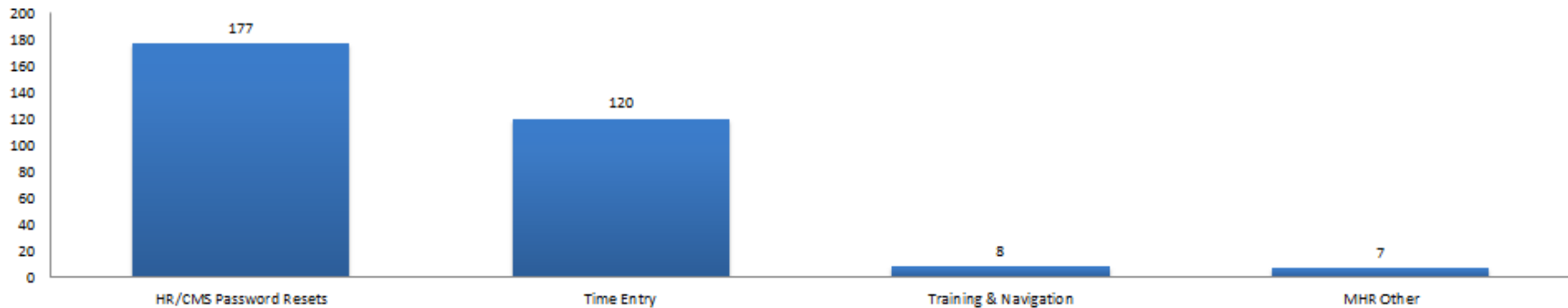


EOANF Secretariat Agencies

Number of Tickets by Agency

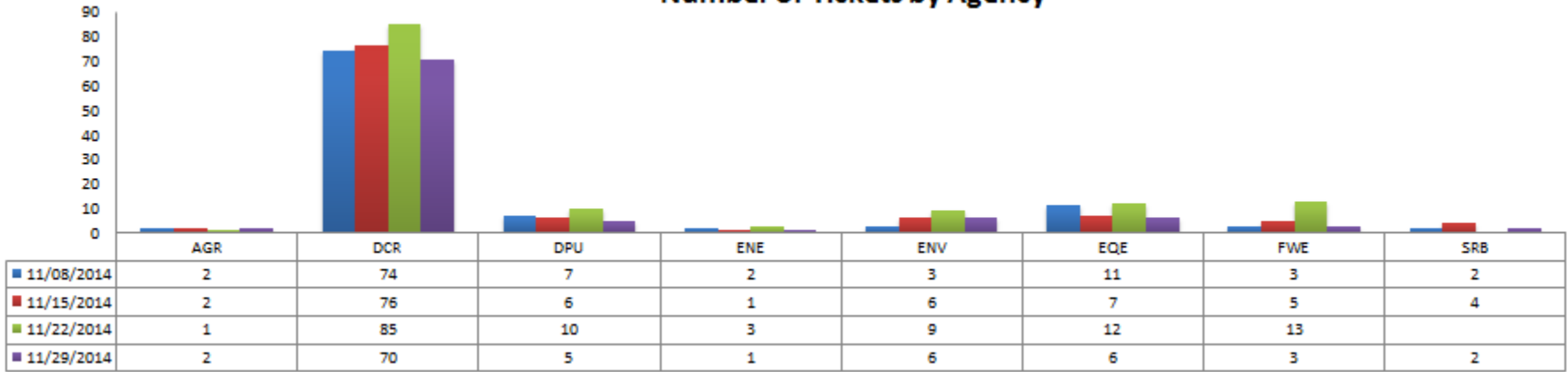


Inquiry Classifications

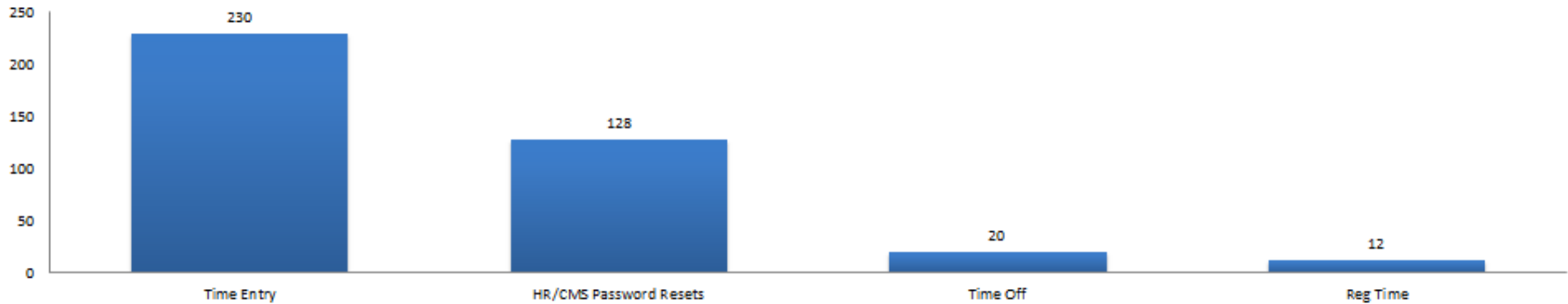


EOEEA Secretariat Agencies

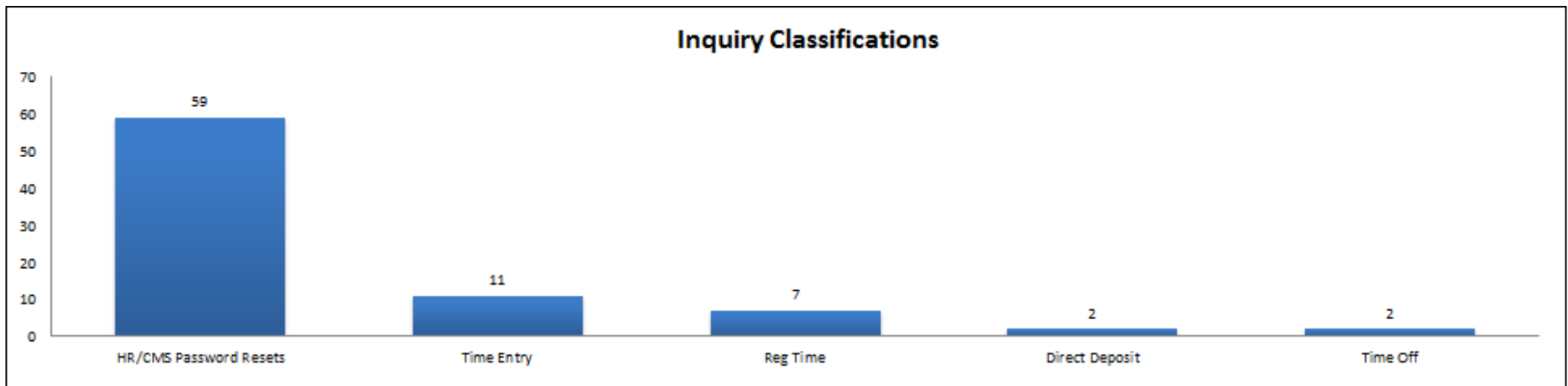
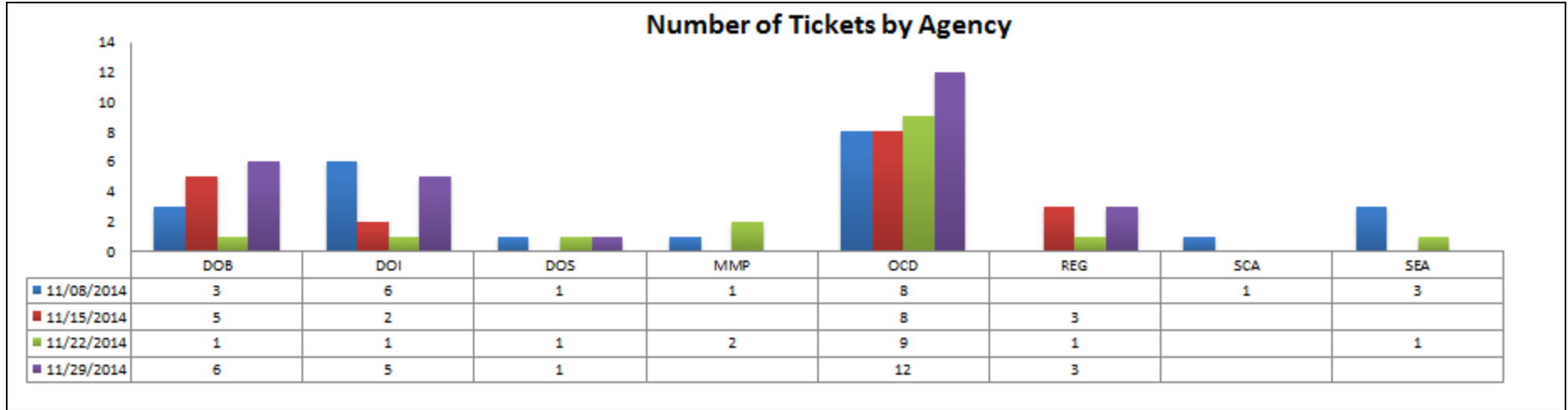
Number of Tickets by Agency



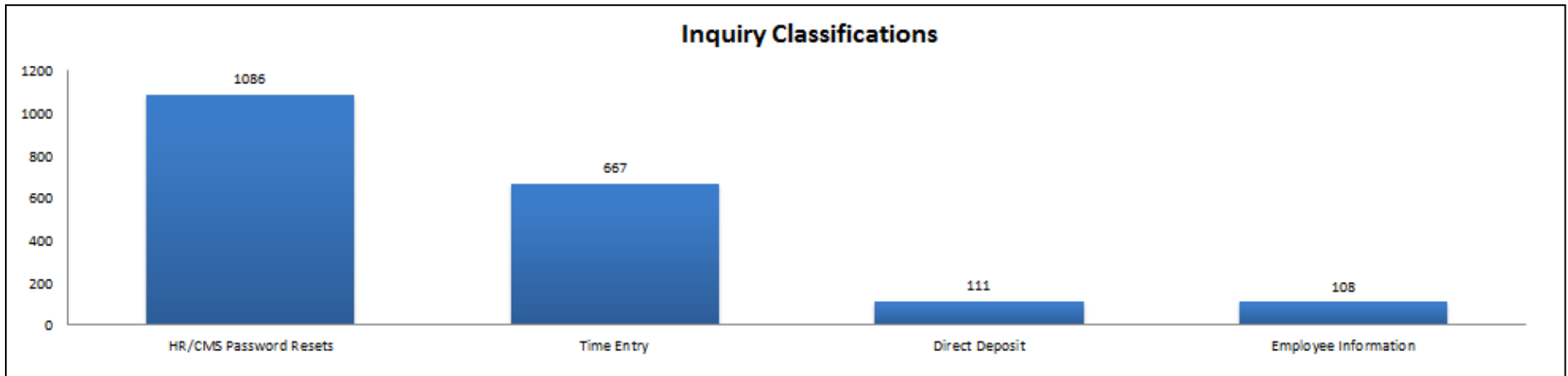
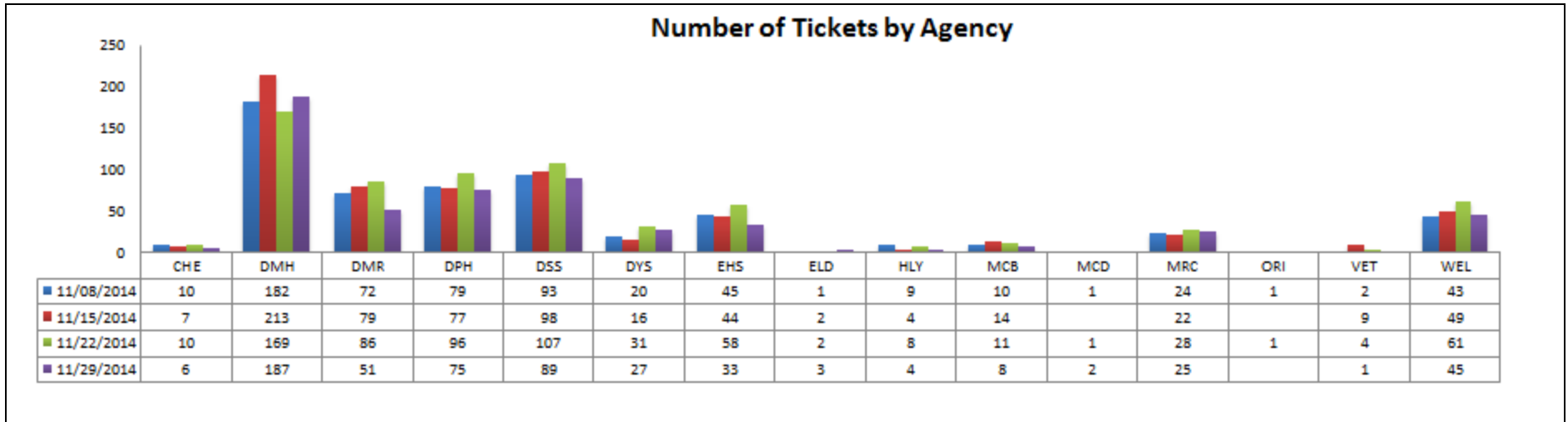
Inquiry Classifications



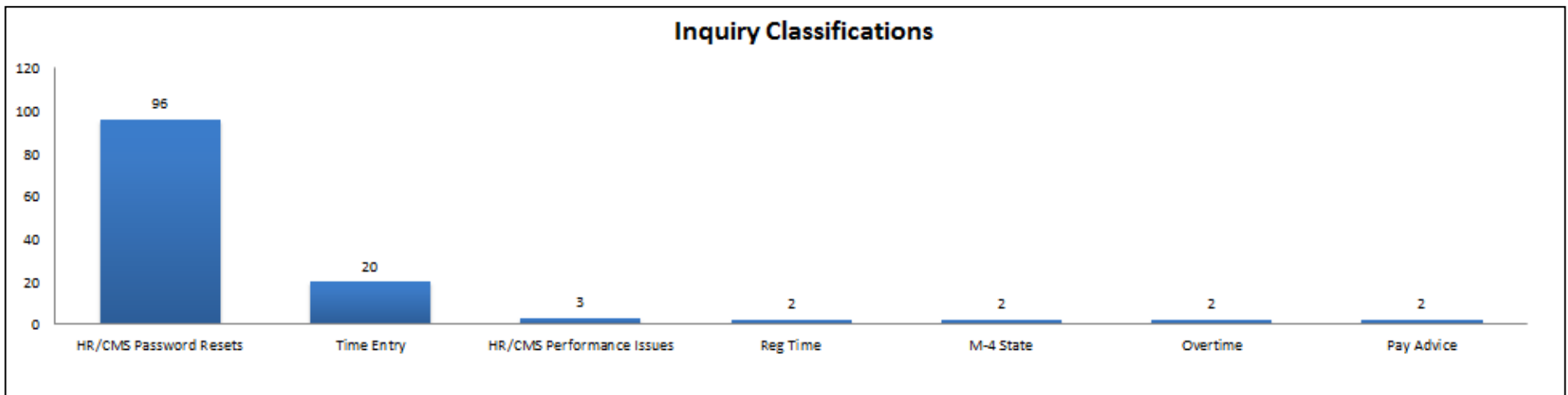
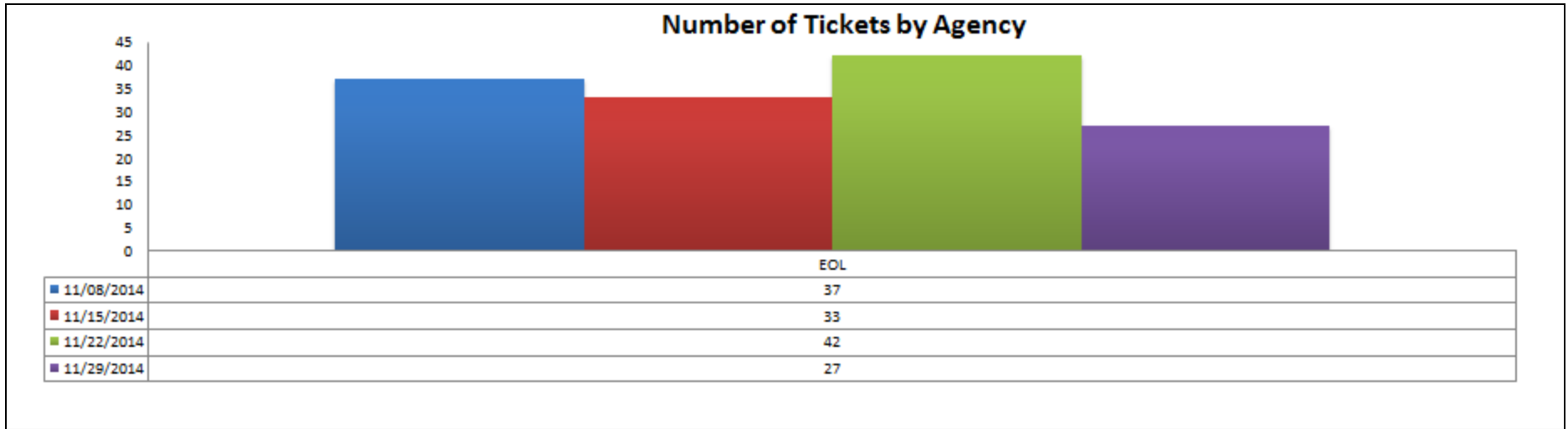
EOHED Secretariat Agencies



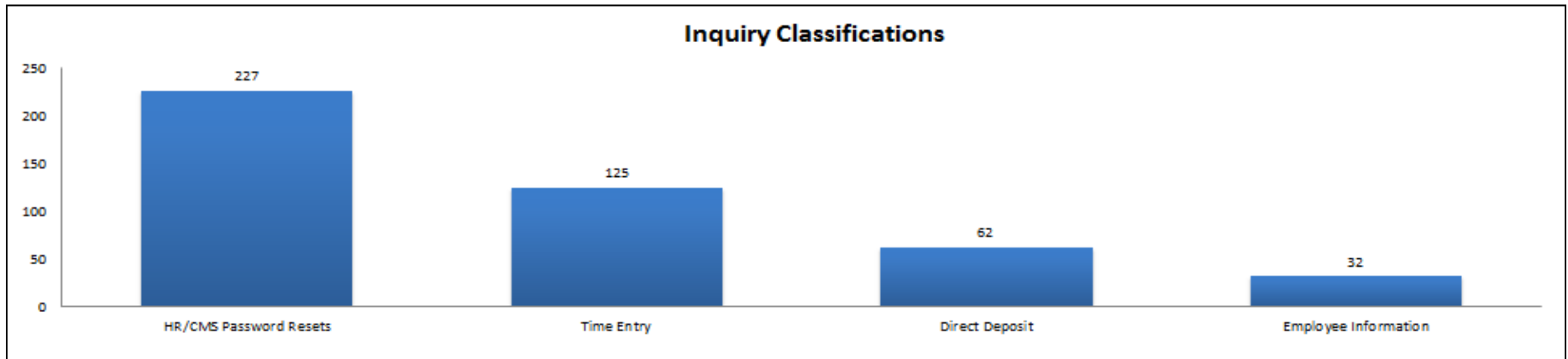
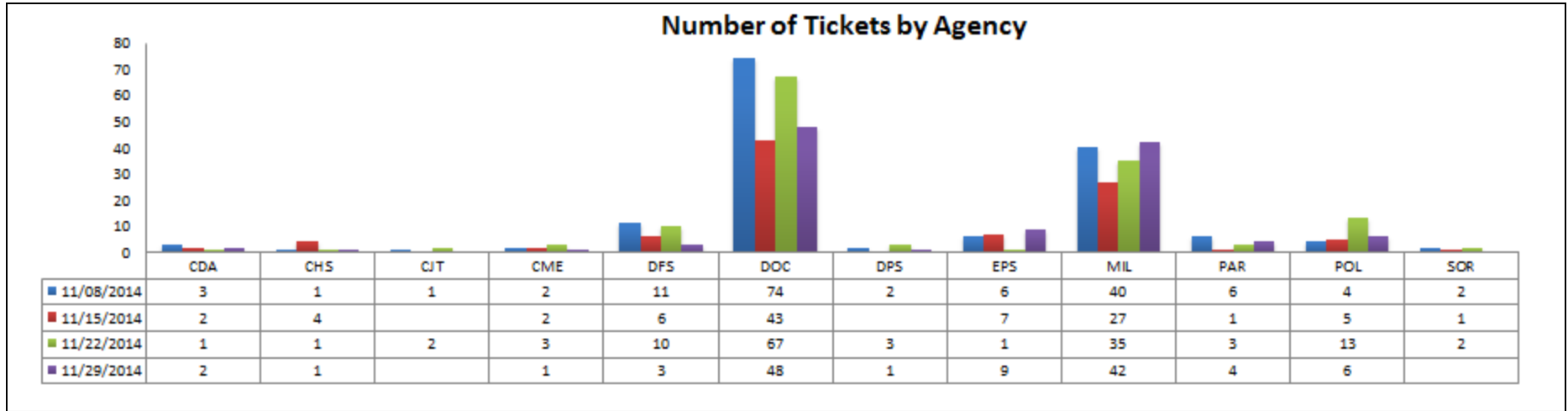
EOHHS Secretariat Agencies



EOLWD Secretariat Agencies

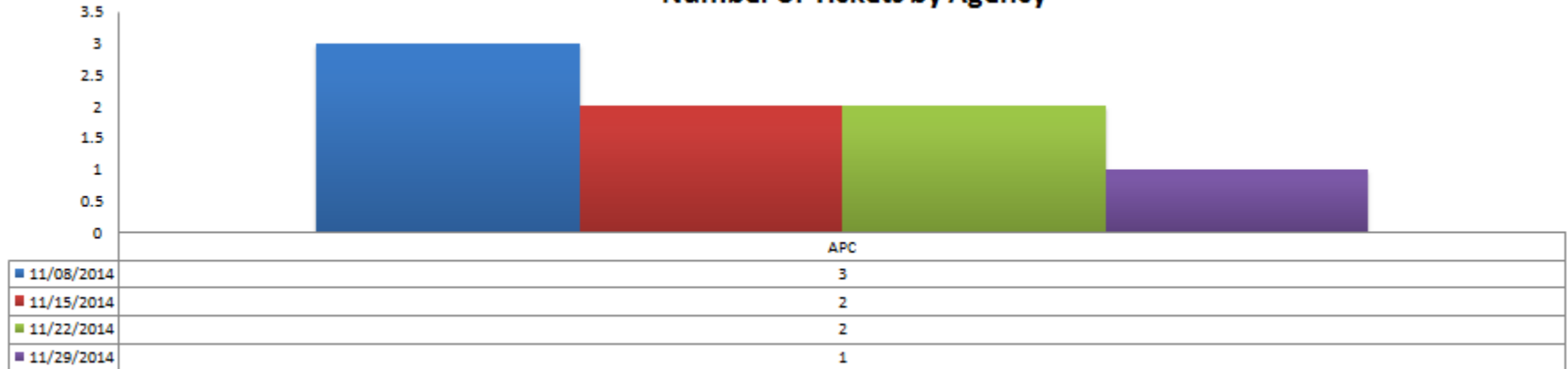


EOPSS Secretariat Agencies



APC Tickets and Classification

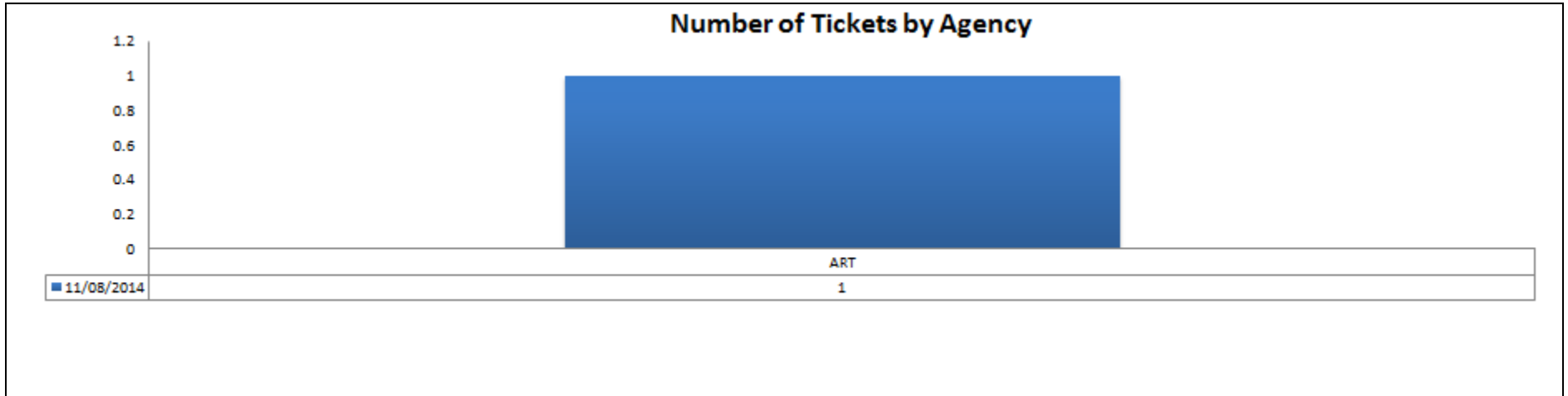
Number of Tickets by Agency



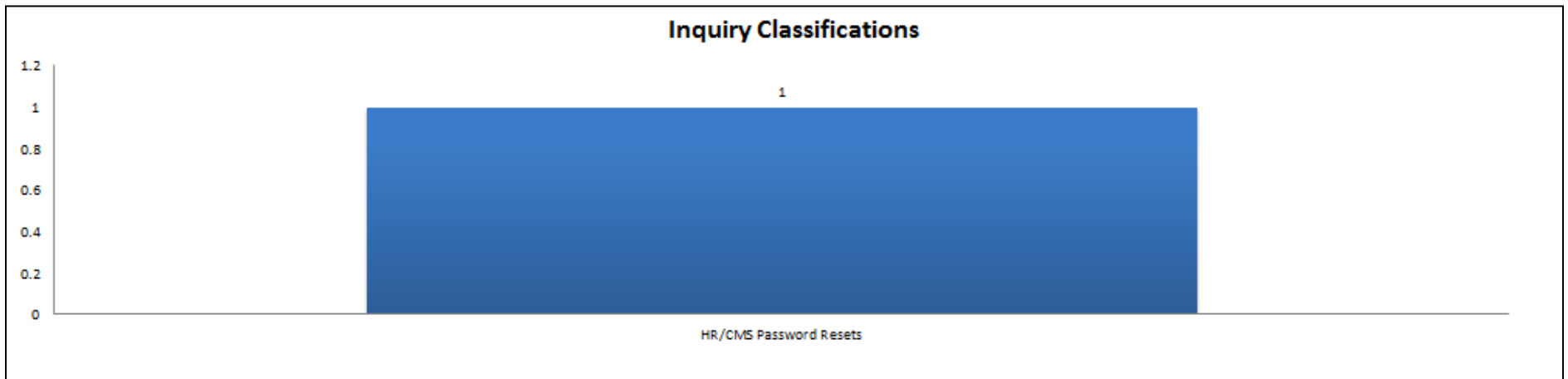
Inquiry Classifications



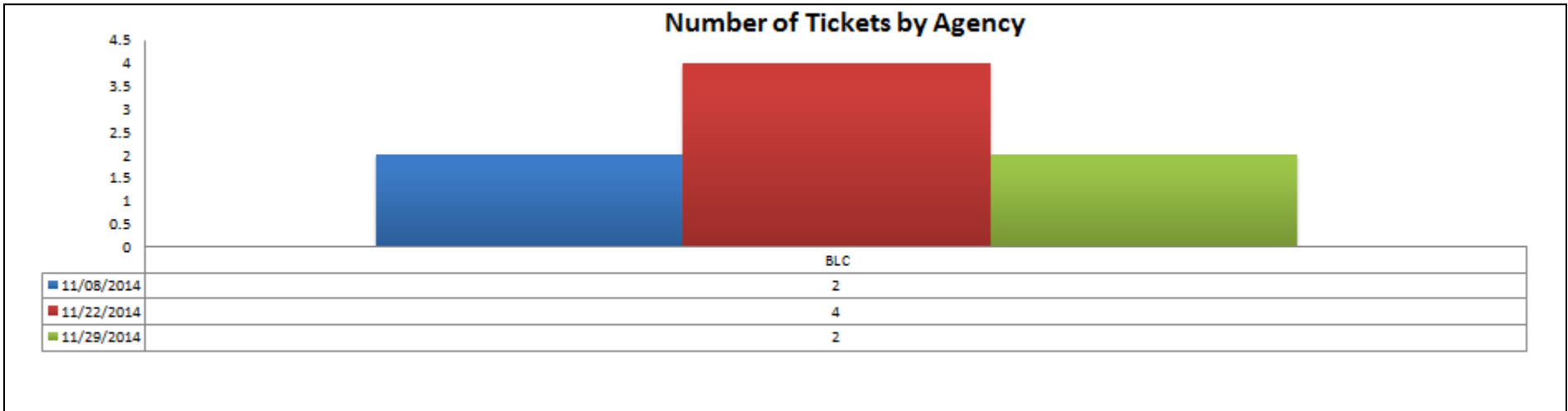
ART Tickets and Classification



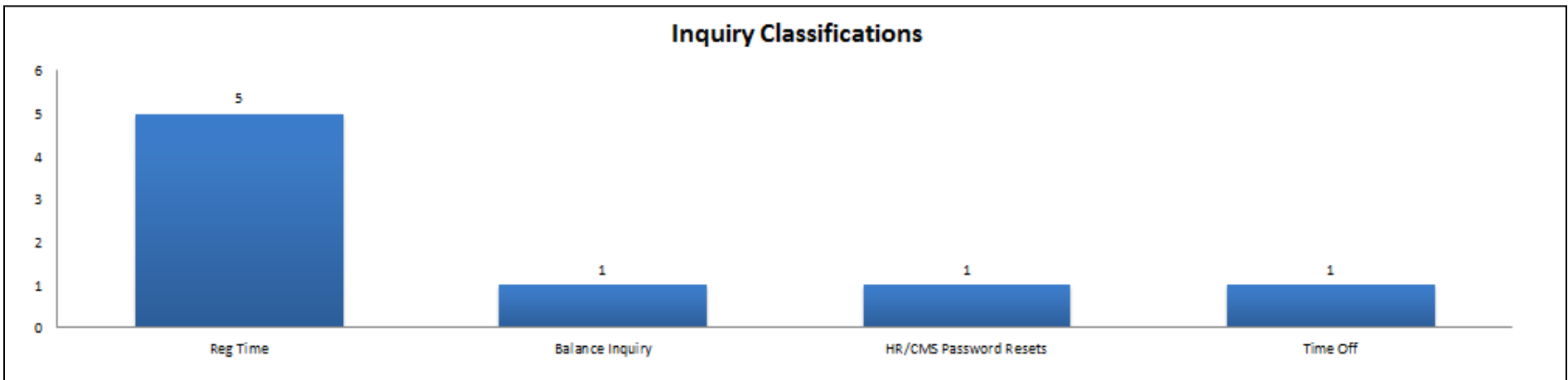
The ESC did not receive any requests the weeks ending 11/15/14, 11/22/14, or 11/29/14



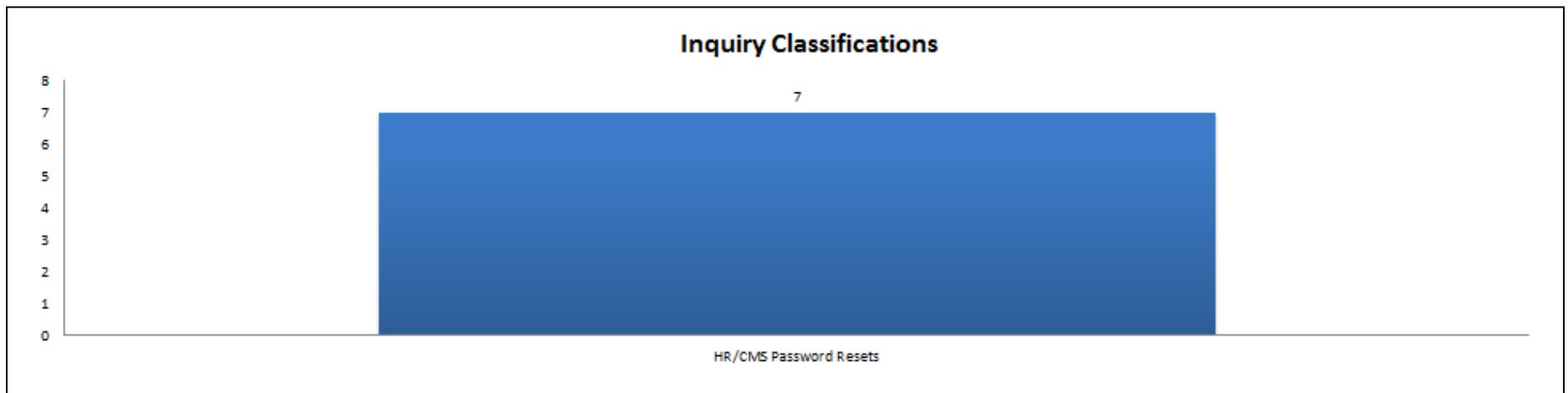
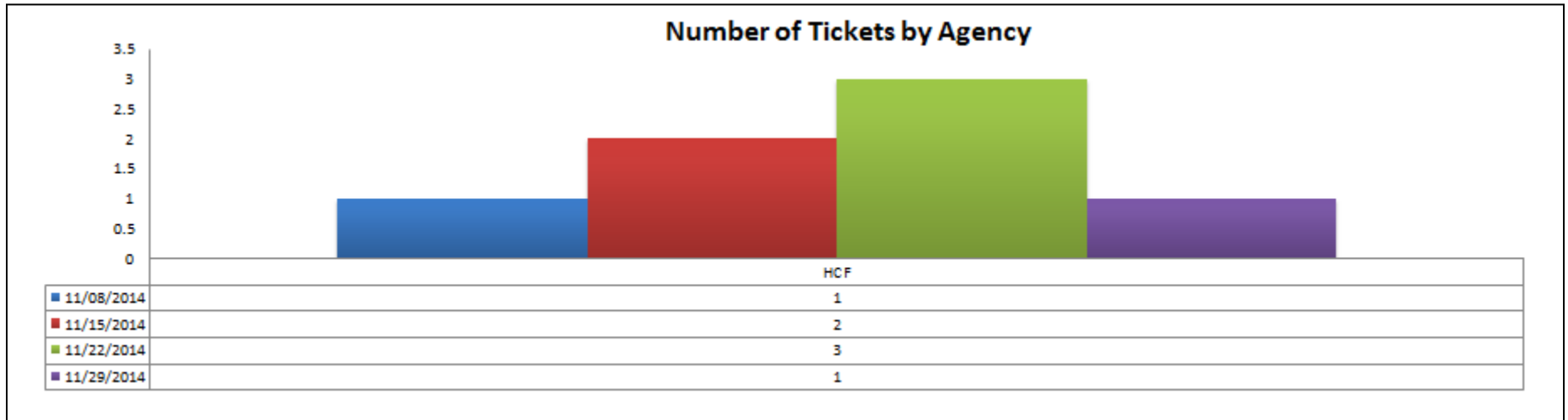
BLC Tickets and Classification



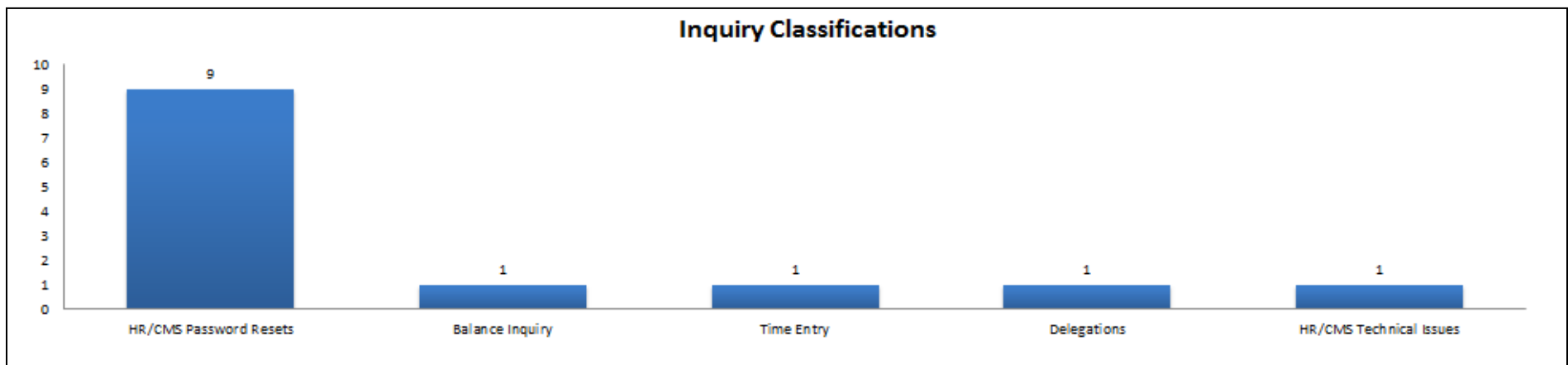
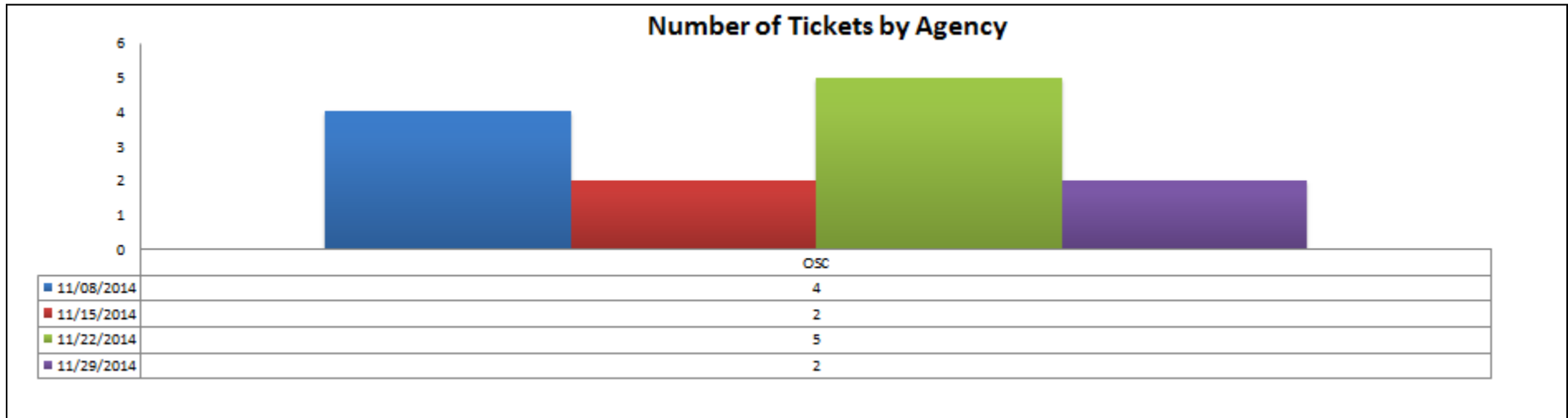
The ESC did not receive any requests the week ending 11/15/14



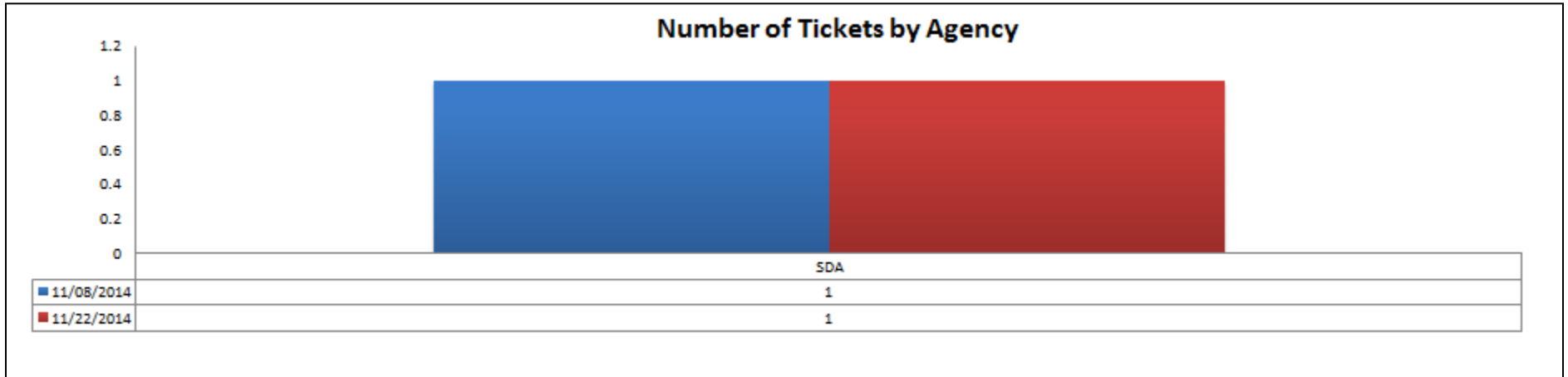
HCF Tickets and Classification



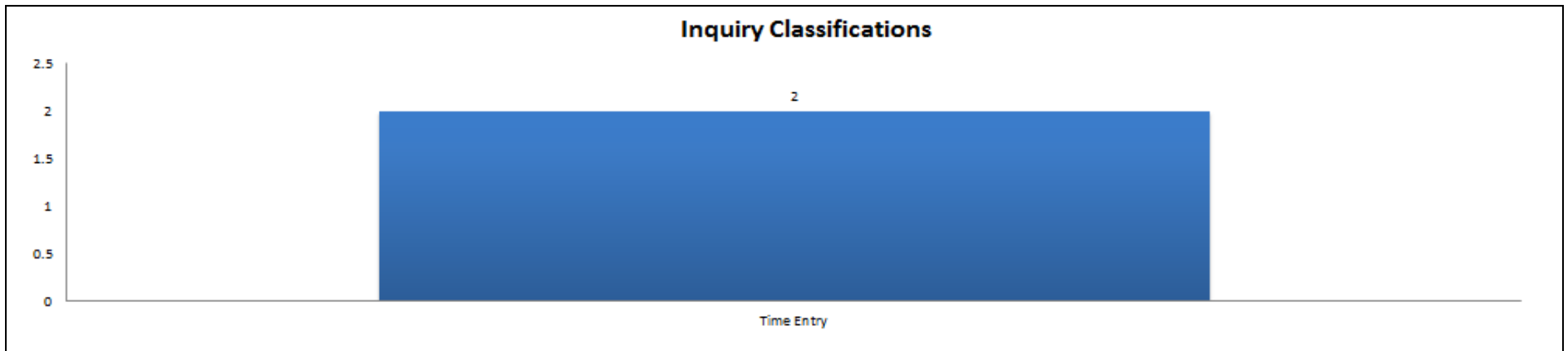
OSC Tickets and Classification



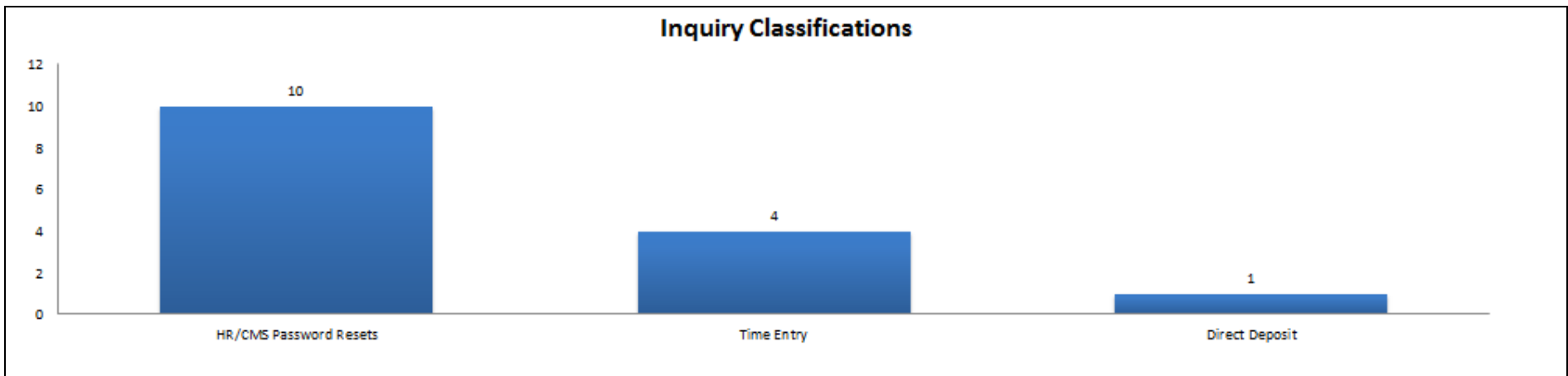
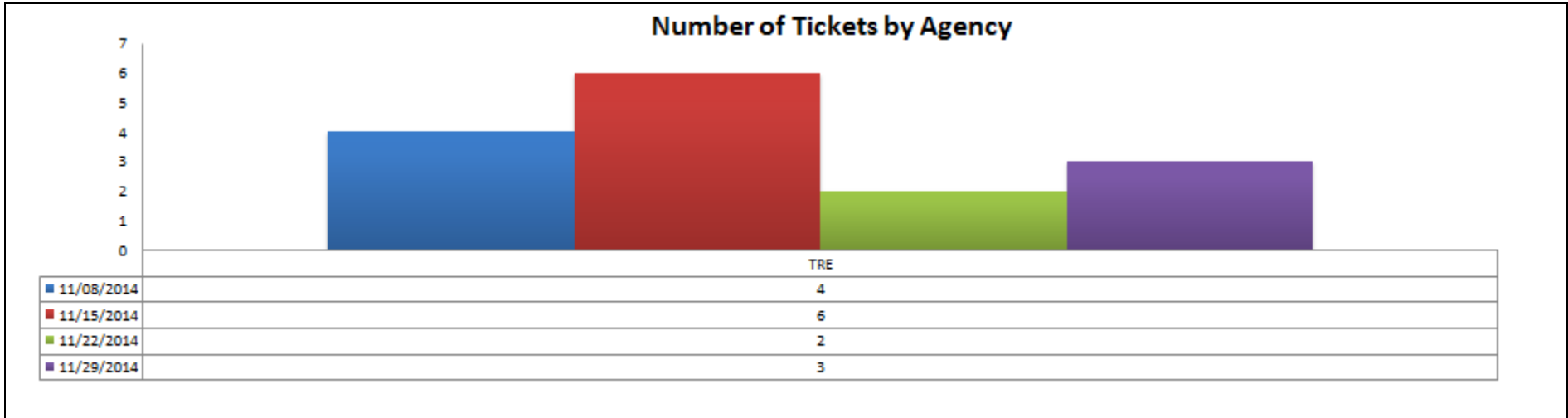
SDA Tickets and Classification



The ESC did not receive any requests the weeks ending 11/15/14 or 11/29/14

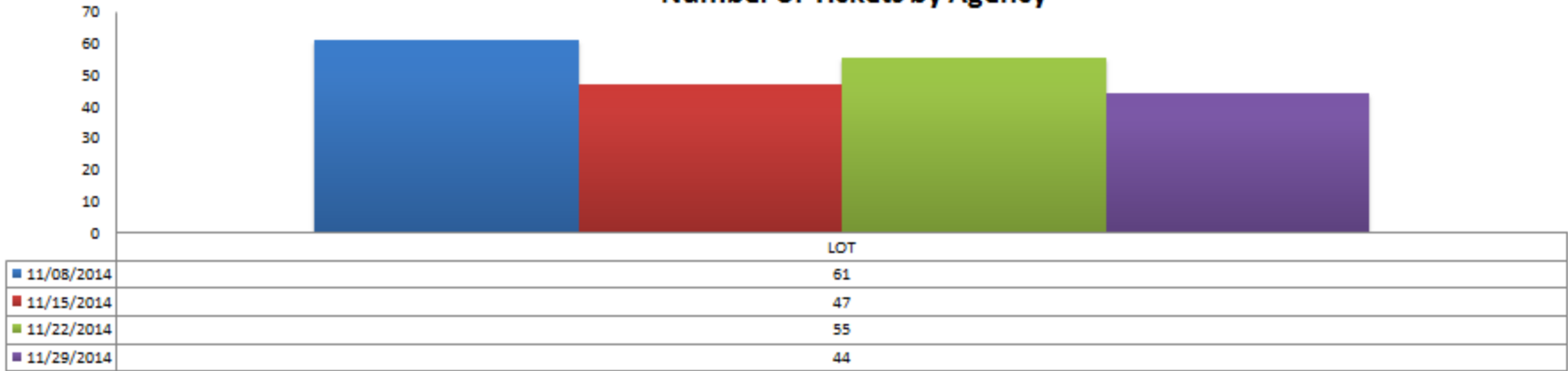


TRE Tickets and Classification

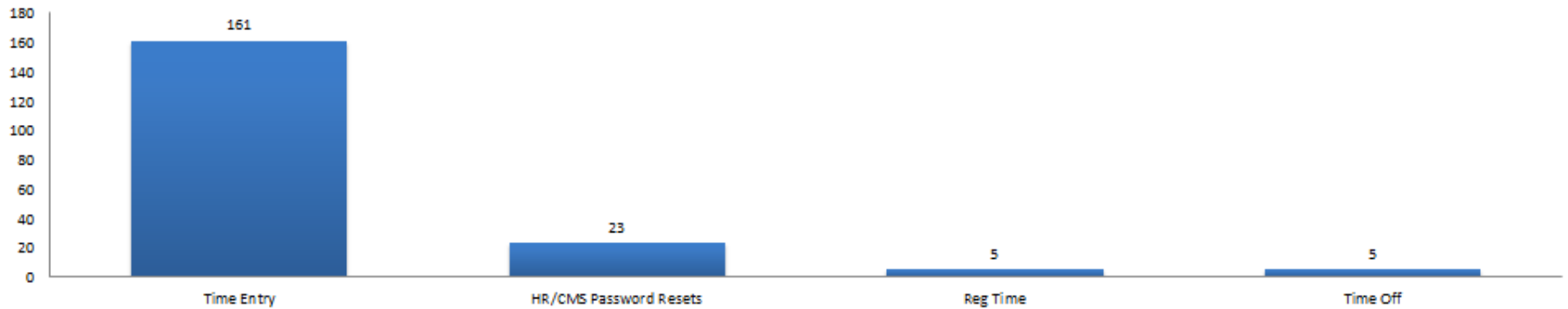


LOT Tickets and Classification

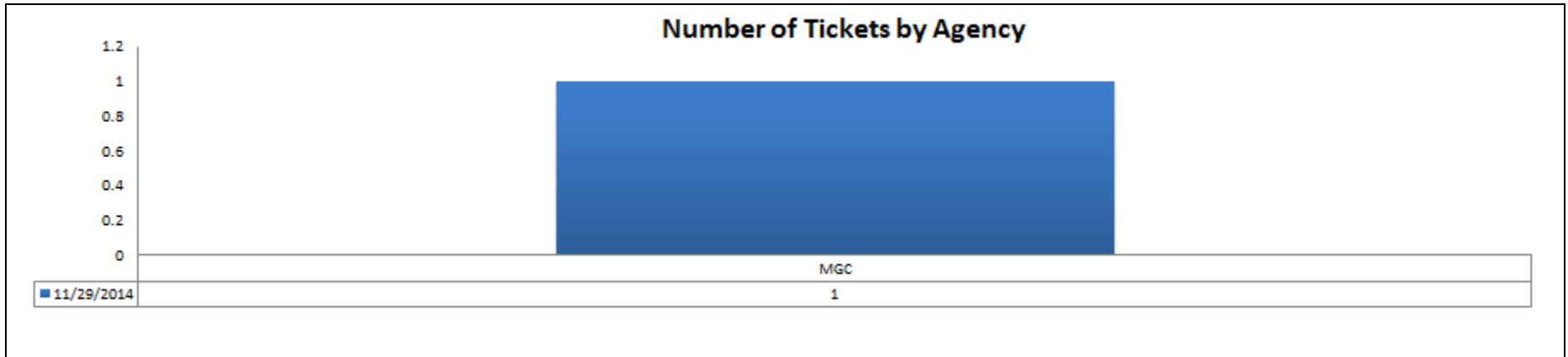
Number of Tickets by Agency



Inquiry Classifications



MGC Tickets and Classification



The ESC did not receive any requests the weeks ending 11/08/14, 11/15/14, or 11/22/14

